

Headquarters U.S. Air Force

Integrity - Service - Excellence

Accounting and Finance... Facilitators of Change



U.S. AIR FORCE

**Lt Col Ken
Nelson**

Chief, Finance Division

**~~AF Accounting and Finance~~
Office**



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Outline

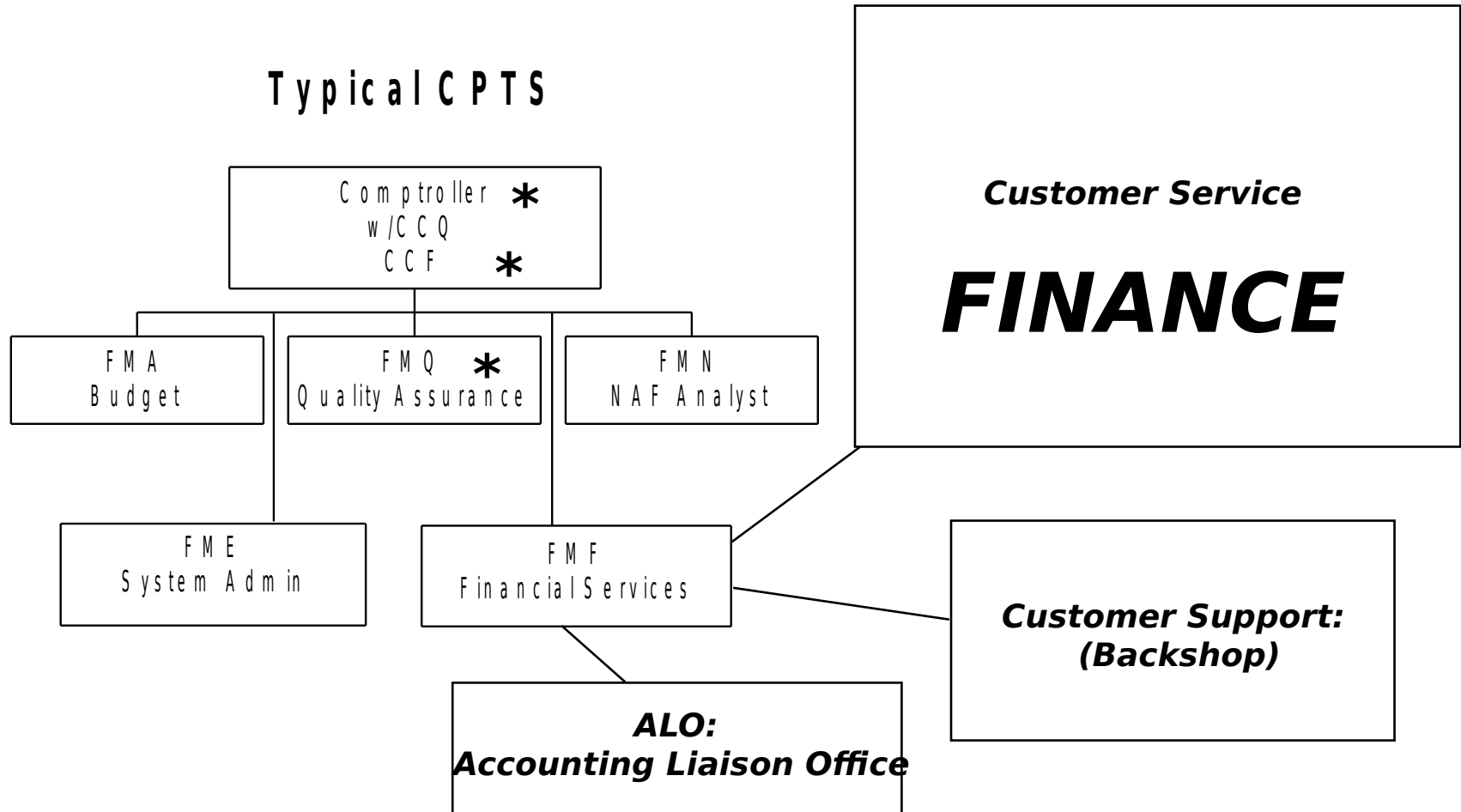
- **AFAFO Organization**
- **Facilitating Change**
 - **myPay**
 - **Kiosk**
 - **Self-Inspection**
- **FM Transformation**
 - **Combat Comptrollers**
 - **Reengineering the FM/FSO**
 - **Root Cause Analysis**
- **Pers/Pay Council**
 - **One-Stop Customer Service**
 - **What I see...**



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Perceptual Org Chart

Typical CPTS

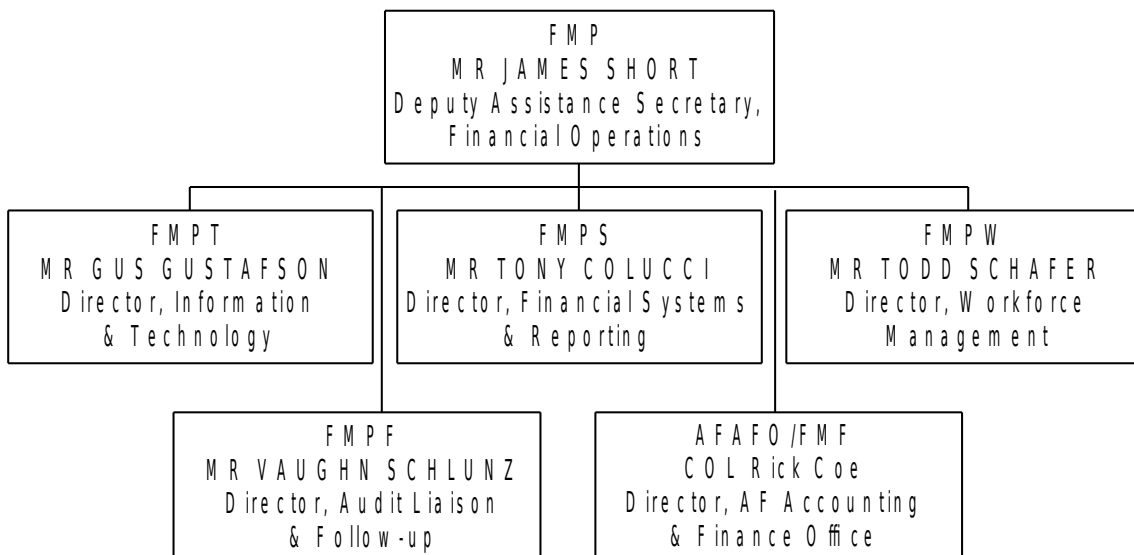




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FMP Organization Chart

F M P O r g a n i z a t i o n S t r u c t u r e





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AFAFO Beginnings and Mission

- **Mission:**

Support the the Assistant Secretary of the Air Force for Financial Management with oversight and management of the Air Force accounting and finance activities.

Primary liaison between the Air Force and Defense Finance and Accounting Service (DFAS). Focal point for the MAJCOMs and other HQ AF organizations on matters pertaining to DFAS, accounting policy/procedures and financial services activities. Primary focal point for comptroller quality assurance and internal controls

- Created by SAF/FM in Oct 98 to become SAF/FM's directorate for Accounting and Finance issues; initially reported directly to SAF/FM -- as of Oct 2003, reports to FMP
 - Filled the FM leadership void created in 1991 with capitalization of AF Accounting and Finance assets (AFAFC and base-level "back shop" activities) under DFAS
 - Co-located with DFAS-Denver for daily interface with DFAS Client Executive to AF (Mr Zack Gaddy)
 - Also co-located with DFAS-Columbus to provide interface on major acquisition and logistics payments (MOCAS) and provide support to AFMC



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AFAFO Roles

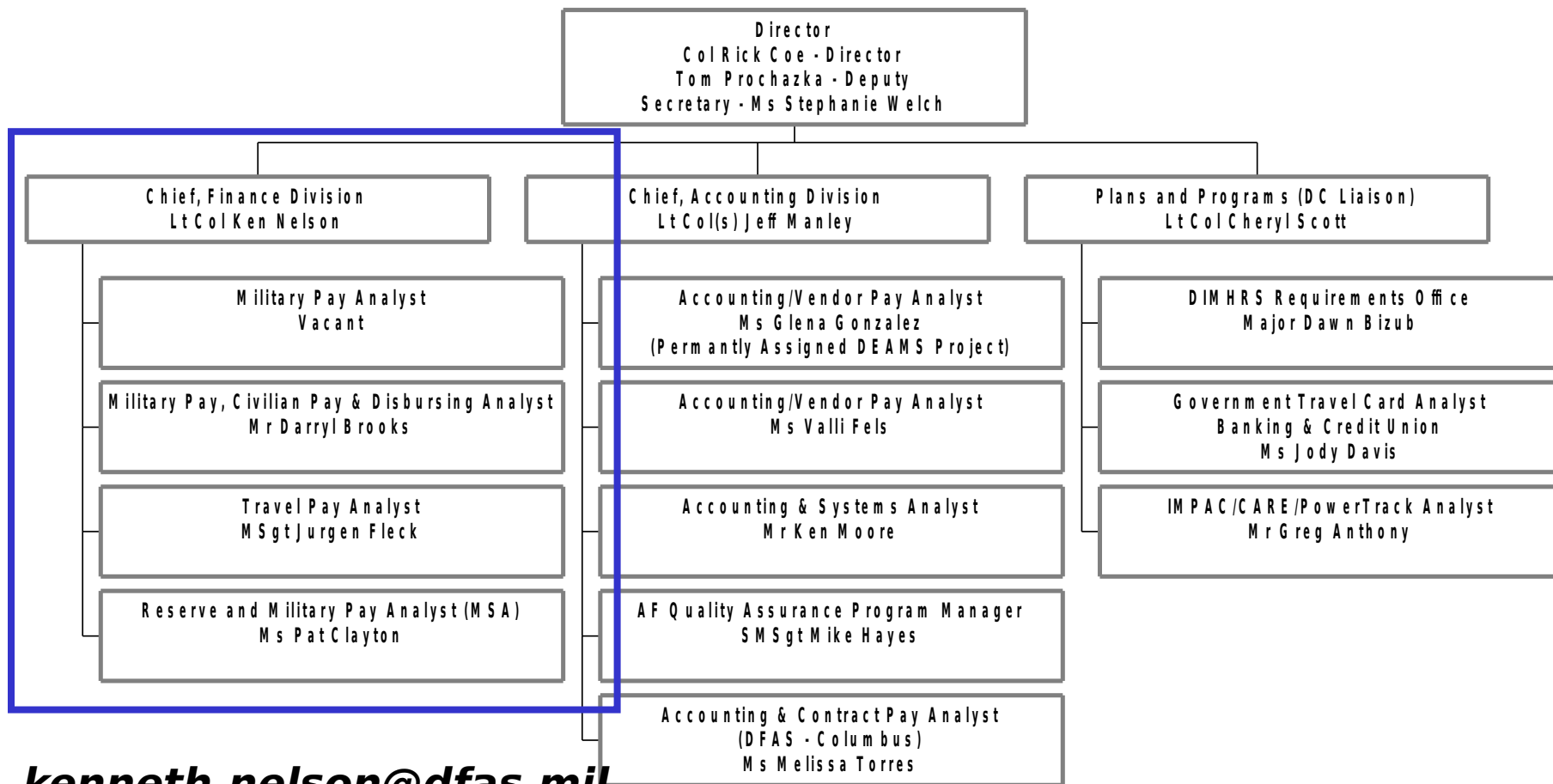
- **Military Pay**
- **Civilian Pay**
- **Travel Pay**
- **Disbursing**
- **Commercial Pay**
- **Vendor Pay**
- **Quality Assurance**
- **Banking/GTC**





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AFAFO Org Chart



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myPay Capabilities

- **myPay for Military**
 - **View, print, and save LES'**
 - **Manage TSP**
 - **EFT, tax, and address changes**
 - **W2s**
 - **Bonds and allotments -- Due in August 2004**
- **PIN Issuance is still greatest challenge**
 - **Blocks of PINs at FSOs**
 - **PIN on demand--mail**
 - **PIN by email (70% addresses)**
 - **Trusted agent concept--Jun 03**





myPay Implementation Plan

Four Phases

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Current Status

1. **Marketing (Green)**
Message drafted for FM signature
FEDNEWS, Aim Points, LES, and folder off AF link
Awaiting DoD Policy based on Union Comments
2. **80% PINS (Yellow)**
FSOs have capability to assign temporary PINS
PIN on demand for AF early 04
Local campaigns
3. **Change default to electronic (Yellow)**
Supporting MAJCOMS initiatives and piloted kiosks
4. **Transform culture of AF (Red)**

Issues

1. None
2. Reliable email address database
3. AF-wide change default to electronic
4. Mandated myPay usage limited by features
available and PINs
 - Allotments and bonds (including address)

Milestones

1. Jun 04 (Nov 03)
2. Jul 04 (Jan 04)
3. Aug 04 (Mar 04)
4. Sep 04 (Jul 04)

Informational PINS

Measures of Success/Completion

1. Messages and articles published
2. 80% of force with customized PINS
3. 95% of force with customized PINS



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myPay Usage

Civilian usage first 5 months FY03 FY04

- **LES Views 3.9M 6.1M**
- **Tax Statement Views 381K 512K**
- **Transactions 171K 235K**
- **Travel Voucher Views 77K 139K**

■ **Total usage first 5 months**

- **LES views 15.7M 33.9M**
- **Tax Statement Views 1M 7.3M**
- **Transactions 573K 963K**
- **Travel Voucher Views 398K 699K**

As of:

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myPay





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30 Apr 04 myPay PINs

DOE	10,818	10,818	100.0%
Navy	490,863	379,378	77.3%
Air Force	561,382	423,517	75.4%
Army	1,062,458	779,116	73.3%
DoD Civilians	774,701	495,632	64.0%
Marine Corps	277,905	159,265	57.3%
Retirees	2,204,613	476,791	21.6%
NAF Civilians	37,652	7,253	19.3%
Annuitants	275,113	12,071	4.4%
Totals	5,695,505	2,743,841	48.2%



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Planned Enhancements

■ **Recent Initiatives:**

- **Issue Pin by email vice postal service**
- **Civilian LES up to 12 months**
- **Push information directly to the customer-using SmartDocs a new product**
- **Increase Civilian allotments to seven**
- **Add Department of Energy, Service Academies to customer base**
- **Work with services to discontinue hard copy W2, LES, and 1099s**

■ **Long Range Enhancements:**

- **Link Electronic W2 (eW2) to commercial tax software**
- **Enable military members to input allotments**
- **Interface with civilian personnel systems to add transactions for:**
 - **Thrift Savings Plan**
 - **Federal Employee Health Benefit elections**
- **Partner with others for a single sign on between myPay and their portal**
- **Increase number of historical LES's available online from 2 to 25**
- **Provide Informational PINs (read only) to support deployed members' spouse**
- **Add Personal Statement of Military Compensation and discontinue paper copy**



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One-Stop Customer Service

- ***Eliminate office visits***
 - ***myPay***
 - ***vMPF (virtual Military Personnel Flt)***
 - ***Customer Service #s***
 - ***Contact Center***
- ***Access to computers***
 - ***24/7 safe access***
 - ***Acceptable Input/Output***
 - ***High Traffic Areas***





Air Force One-Stop™ Kiosk

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- ***Keesler AFB “Pilot” Program***
- ***Lot 1: DynaTouch Deliver 15 Jan 04***
 - ***50 Kiosks at 15 Installations***
 - ***Training Sites and Sample***
 - ***HW, SW, and Installation***
 - ***20 hours/site of Web Weaving***
 - ***Reports***
- ***Analysis of Use and Locations***
- ***Contract Structure Set and Future?***





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Hardware

- ***Attractive, secure kiosk enclosure***
- ***Recessed monitor for privacy***
- ***15" LCD touchscreen monitor***
- ***Laser printer w/ 550 sheet feeder tray***
- ***1.7GHz Intel Celeron CPU***
- ***Overall dimensions:
60"H x 23"W x 20"D***





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Main Menu

- *Professional, branded identify*
- *Graphical layout emphasizes up to five “Level 1” topics*
- *Can include up to 12 additional “Level 2” topics*





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Virtual Keyboard

- ***“One-touch” access to logon from main menu***
- ***Utilizes virtual keyboard***
- ***All existing capabilities compatible with OneStop software***

The screenshot shows the 'myPay Security' login interface. At the top, there's a blue header with the 'myPay' logo and a key icon. Below it, a grey bar says 'Security' and 'Exit'. The main content area is white and features the 'Department of Defense' logo. It prompts the user to 'Please enter your Social Security Number:' and 'Please enter your PIN:', each followed by a text input field. Below these fields are 'Clear' and 'Request Access' buttons. A 'WARNING' section follows, containing text about unauthorized access under 18 U.S.C. § 1030. Below the warning is the instruction 'TO PROTECT YOUR PAY INFORMATION, EXIT WHEN FINISHED'. At the bottom, a virtual keyboard is displayed with a grid of keys including numbers, letters, symbols, and function keys like 'Tab', 'Shift Keys', 'Space', and 'Enter'. A 'TIPS' sidebar on the left contains buttons for 'MAIN MENU', 'BACK', 'FORWARD', 'PAGE UP', 'PAGE DOWN', 'PRINT', 'HIDE KEYBOARD', 'VOLUME', and 'HELP'. A yellow banner at the bottom of the keyboard area reads 'Please touch BACK or MAIN MENU to continue.'



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PersPay Self-Service Mar 2004 Status

Current Keesler Kiosk Usage Status

March	Total			Month Avg				
Session	Hits	Session	Hits	Session	Hits	Session	Hits	
Exchange	414	9,152	1987	42,444	385	8,604		
Community Ctr		151	1,892	813	10,169	145	1,815	
Post Office	1358	50,123	3381	243,713	604	43,520		
Finance	445	2,952	1119	11,699	227	2,371		
Sablich Ctr	638	6,520		1738	22,814	343	4,503	
Rec Center	434	14,984	2344	75,643	463	14,930		
Hospital	521	14,472	1207		35,562	464	1,483	
TOTAL	3691	100,095	12,499	442,044	2630	89,421		



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The FM QA Manager

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- **Fairly new position - less than five years old**
 - **Stood up to strengthen internal controls as a result of fraud**
 - **Goal: Not another inspector---catalyst to improve process**
- **Must find way to honestly measure customer satisfaction**
 - **Surveys completed at counter are influenced by FM**
 - **Surveys mailed in are few and extremely good or bad**
 - **Need avenue for management perspective**
- **You are in good position to help gauge FM customer service:**
 - **To your unit - as superintendent**
 - **To your base - as personalist**
- **Develop personal relationship with the FM QA Manager**



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FM Self Inspection Program

- **Web Based Program - all FM units complete Self Inspection on-line with report function to monitor progress**
- **Eliminates PDF/Word files and outdated, non-standard checklists**
- **Organizes the questions around the actual FM processes - Useful as training tool or on-line continuity book.**
- **Links to the specific Air Force Instructions (AFIs) or policy foundation for each question.**
- **Displays real life cases where, because the procedure was not followed correctly, fraud resulted and dollars were lost.**
- **Check us out!**
 - **http://afafo.intergraph.com/afafo_cf/splash.cfm**
 - **Click on “Viewer” from MAJCOM list**



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AFAFO Self Inspection Checklist Program - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address <http://63.75.137.130/afafo/Default.asp> Go Links >>

AFAFO [Introduction](#) [SIP User's Manual](#) [All Questions / Base](#) [Reports](#) [Archive](#) [FAQ](#)
[QA AFI](#) [QA Manager's Handbook](#) [Discrepancy Tracking Form](#) [Feedback Email](#)

MAJCOM: [Demo_Com](#) Base: [Demo_Base](#)

Self Inspection Checklist Program

```
graph TD; FM1["FM (1)"] --> FMA["Fin. Analysis (4) (FMA)"]; FM1 --> FMQ["QA (3) (FMQ)"]; FM1 --> FMF["Fin. Svcs. (5) (FMF)"]; FMA --> FME["Systems (2) (FME)"]; FMA --> FMN["NAF (6) (FMN)"]; FMQ --> FMFC["Cust. Svcs. (7) (FMFC)"]; FMF --> FMFS["Cust. Supt. (8) (FMFS)"]; FMF --> FMFL["ALO (9) (FMFL)"];
```

This is a Department of Defense computer program. It is provided only for authorized U.S. Government use.

Done Internet

Start | SAF/FM Web Site - Micr... | AFAFO Self Inspecti... | Microsoft PowerPoint - ... | 1:24 PM



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AFAFO Self Inspection Checklist Program - Microsoft Internet Explorer

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Address http://63.75.137.130/afafo/Default.asp Go Links »

AFAFO Introduction SIP User's Manual All Questions / Base Reports Archive FAQ
QA AFI QA Manager's Handbook Discrepancy Tracking Form Feedback Email

MAJCOM: Demo_Com Base: Demo_Base

7.1.1 Receive Documents [Back to FMFC](#)

TDY vouchers or military pay documents

Review for signatures and supporting documents

Are all documents complete and correct? No Return to member and assist with corrections Tier 2

Return to member and assist with corrections

Background: All corrections will be done in pen and ink and initialed by the individual.

Internal Control Failures:

N/A

Check List Question 7.1.1.6

If corrections are required to source documents, are they done in pen and ink and initialed by the individual making the correction? (DFAS-DEM 7073-1 par 2-4a(1))

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Done Internet

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AFAFO Self Inspection Checklist Program - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address http://63.75.137.130/afafo/all_fmfc_clq.htm Go Links

Cust. Svcs (FMFC) 7.xx

Checklist Questions	Yes	No	Comments
CLQ.7.1.1.4 Tier 1 Does the designated certifying official certify all pay affecting documents prior to input into the pay system? (DFAS-DEM 7073-1 par 2.4c(1))	<input type="checkbox"/>	<input type="checkbox"/>	
CLQ.7.1.1.6 Tier 2 If corrections are required to source documents, are they done in pen and ink and initialed by the individual making the correction? (DFAS-DEM 7073-1 par 2.4a(1))	<input type="checkbox"/>	<input type="checkbox"/>	
CLQ.7.1.2.2 Tier 1 Is DD Form 2560, Advance Pay Certification/Authorization reviewed for commander's signature if required? Does the FSO point out any questionable expenses or repayment period, to the commander for possible	<input type="checkbox"/>	<input type="checkbox"/>	

Select a reference....

Done Internet

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AFAFO Self Inspection Checklist Program - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address <http://63.75.137.130/afafo/Default.asp> Go Links

AFAFO Introduction SIP User's Manual All Questions / Base Reports Archive FAQ
QA AFI QA Manager's Handbook Discrepancy Tracking Form Feedback Email

MAJCOM: [Demo_Com](#) Base: [Demo_Base](#)

By Processing Center: Percent positive response / Percent negative response

Centers	Number of Questions	Percentages + % -
FM:	49	0.0 / 0.0
FME:	11	0.0 / 0.0
FMQ:	13	0.0 / 0.0
FMA:	31	0.0 / 0.0
FMF:	8	0.0 / 0.0
FMN:	24	0.0 / 0.0
FMFC:	29	0.0 / 0.0
FMFS:	60	0.0 / 0.0
FMFL:	49	2.0 / 0.0

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Start SAF/FM Web Site - Micr... AFAFO Self Inspecti... Microsoft PowerPoint - ... Internet 1:47 PM



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Checklist Inspection Program (CHIP)

- Next generation SIP can be used by all functional areas
- Piloted at Keesler AFB this Spring contributing to:
 - An “Excellent” rating on their ORI
 - Keesler Wing Commander commented, “The tool is outstanding. It is exactly what our leadership needs as a pathway to really collaborate with the individuals completing the checklists.”
 - Representatives of 2nd Air Force and Little Rock AFB, who, after observing the inspection, were very interested in expanding the program to prepare for their own respective inspections
 - CHIP was approved and entered into the Air Force Best Practice Clearinghouse
- Future will requirement sponsorship - are you interested for your own base?



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Initiatives

- **DTS (FY06)**
- **DIMHRS (Nov 07)**
- **DEAMS (FY09)**
- **Wide Area Work Flow (Jun 04)**
- **Forward Compatible Payroll System (Nov 05)**
- **Client Executive/Mission Support Accounts**
- **FM Transformation Initiatives**
 - **Combat Comptroller Concept**
 - **Knowledge Management**
 - **AF Customer Service Concept**
 - **DFAS Relations (MIPR/MORD)**
 - **Reengineering FM/FSO at Wing Level**
 - **Vendor/Commercial Pay Concept**
 - **End-to-End Governance Review (PACAF)**
 - **Root Cause Analysis**



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Personal Funds Access

Conclusions

- **Customers are very satisfied**
- **Customers want to use ATMs and debit cards more**
- **ATMs require HNA, dedicated communications and site prep/security**
- **Treasury Smart Card (Open) - will develop upon request; pilot to AF (cost)**
- **PFA Plan lays out options, requirements, roles/responsibilities**
- **Supported commanders request additional services**

Way Ahead

- **MPCC implementation (Short Term)**
- **PFA Plan of options provided to supported commander (FY04)**
- **FM launches process to implement commander's request (FY04+)**
- **Leverage technology available DoD wide (Long Term)**



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Deployed Operations

Conclusions

- **Understanding of deployed operations inconsistent across FM community**
- **Single source of information describing FM's role in support of deployed operations**

Way Ahead

- **Complete the document**
- **AF FM internal review**
- **FM publish (Knowledge Management website)**



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FMT04-4 Task

FMT 04-4: Re-engineer FM at Wing/Unit

Champion: Mr. Gus Gustafson,

Lead: ~~SAF/FMRTFO~~ ~~AF/AFO~~

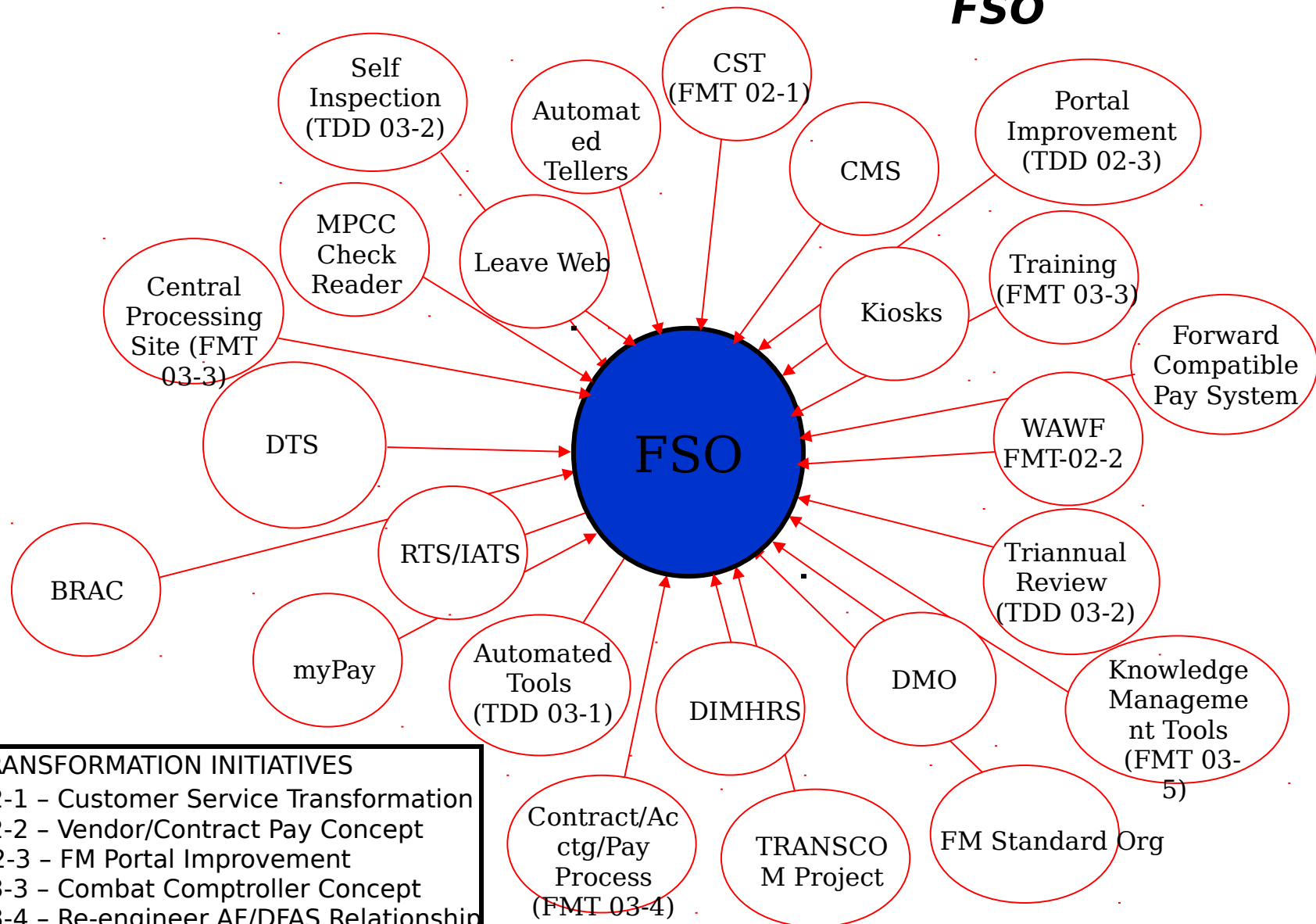
Endstate: Wing/Unit level FM that provides enhanced decision support, efficient processes and a streamlined organization that provides superior war-time support capabilities.

Phase 1 (Oct 03-Sep 04): FSO Transformation. End-to-end review of the FSO role within the financial management process at the wing/unit level and the impact of current ongoing initiatives in order to ensure user-friendly, self-serve customer service where appropriate for mil/civ/travel pay and accounting ops.

Phase 2 (Oct 04-Mar 05): Will address the standard FM organization at the wing/unit level while considering the impact of initiatives, new technologies, and new IT systems.

Time to Complete	Resource Savings	Strengthen Decision Support	Internal / External	FM Strategic Plan
3-6 mo	Yes	Yes	Yes	Yes
✓	✓	✓	FM Community/DF AS	Strategic Objective 1.2

ONGOING EFFORTS IMPACTING THE FSO



FM TRANSFORMATION INITIATIVES

1. FMT 02-1 - Customer Service Transformation
2. FMT 02-2 - Vendor/Contract Pay Concept
3. TDD 02-3 - FM Portal Improvement
4. FMT 03-3 - Combat Comptroller Concept
5. FMT 03-4 - Re-engineer AF/DFAS Relationship
6. FMT 03-5 - FM Knowledge Management Concept
7. TDD 03-1 - Establish Automated Tools Forum
8. TDD 03-2 - End-to-End Governance Review



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DFAS “Forward Compatible Pay (FCP) System”

- **Will replace DJMS and interim system to implementation of DIHMRS (Proj Nov 05)**
- **OBJECTIVES**
 - **Eliminates DJMS Workarounds**
 - **Reduce Cost**
 - **Increase Member Self-Service Functionality**
 - **Greater Access to Pay Information for Service Members and Servicing Operations**
 - **New Entitlements Implemented within one month**
 - **Mobilization Simplified**



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FMT 02-1a Mil Pay Root Cause Analysis

Champion: Mr. James Short,

Lead: Col Dave Weinberg, AETC/FM, Col Mike Hudson, AETC/DP

End state: A clear understanding by FM Leadership of the root causes of current Case Management System (CMS) cases and a practical plan to correct as many of those causes as possible before Jun 05

Phase 1: Work within FMT 02-1. Partnership with AFPC and DFAS. Joint report to Pers Pay Council Jun 04 on completed Military Pers/Pay CMS root cause analysis

**FM Strategic Objectives: SO 1.1 Improve services and service delivery
SO 1.3 Develop reliable processes and systems**

Time to Complete		Resource Savings	Strengthen Decision Support	Internal / External	FM Strategic Plan
3-6 mo	9-12 mo				
Phase 1	1-2 mo	✓		MAJCOM, Wing	Initiative 1.1.1



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Charter - Goal Statement

- **Reduce the number of new data discrepancies by 35%-50%, by June of 2005**
- **Reduce the number of new CMS pay-affecting cases within our scope by 35%-50%, by June of 2005**
- **Review and validate current metrics and targets**
 - **Current metrics that are reported**
 - **New metrics identified by this project**
- **Improve mission readiness**



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High Level Root Cause Analysis - Key Issues

- **Input error**
 - **Inexperience**
 - **Training/documentation**
 - **Attention to detail**
- **System deficiencies**
 - **MiLPDS**
 - **DJMS**
- **Leadership/accountability**



Initial Team Membership

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FMT 02-1 Root Cause Analysis	Accessions	Promotions	Reenlistments	Retirement/ Separation	Relocations/ Deployment
	HQ AETC/ USAFA	HQ AMC/ HQ AFMC	HQ AFSOC/ HQ AFSPC	HQ PACAF	HQ USAFE/ HQ ACC
Col D Weinberg AETC/FM	Ms L Trent DFAS	MSgt D McNeal AMC/FM	Mr R Wall AFSOC/DP	MSgt T Ferreira PACAF/FM	SMSgt M Roblesreynoso USAFE/FM
Col J Conroy AETC/FM	Mr E Benavides USAFA	Mr. C Helphenstein AFMC/FM	MSgt A Konia AFSPC/FM	Mr. M Baker PACAF/DP	MSgt S Signore-Hayes USAFE/FM
Col M Hudson AETC/DP	TSgt D Feathersen Little Rock AFB	MSgt M McGuirt AMC/DP	TSgt J Cress AFSOC		LTC A Coggins HQ ACC/FM
LTC D Jones AETC/FM	MSgt G Rice AETC/DP	Col L Molnar AFMC/DP			
Capt K Stephens AFPC/DP	TSgt G Brown AETC/FM	LTC C Malone AFMC/DP			
MSgt M Murray AFPC/DP	TSgt C Turner Randolph				
Ms P Clayton AFAFO	Maj G Ford AETC/FM				
Mr L Agee DFAS					
MSgt R Tullgren AFPC/DP					
TSgt D Slater AETC/DP					
TSgt B Stingley AFPC/DFAS					
TSgt J Shiplett AFPC/DP					
SSgt N Burnett AFPC/DP					
Mr M Ashby DFAS					
Mr G Goddard IBM BCS					



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Recommendations

- Approve Alternative RC 1-1
 - **Create and interface pay transactions using data from existing personnel/pay systems**
 - **Improves pay support for deployed members, reduces post-deployment tax issues, drastic reduction in manual transactions**
- ACC will press with fielding Defense MilPay Office (DMO) in SWA AOR – separate from this transformation initiative
- Next step
 - **Pull in all stakeholders (AFPC, DFAS, AF warplanners, CENTAF/FM), assemble team, build business case**

This is the way we need to do business!



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Military Pay

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- **Personnel/Pay Council**
 - **SAF Financial Management, AF Personnel, and DFAS partnership**
 - **Monthly meeting co-chaired by Mr Short and Mr Blanchard**
 - **5 Objectives**
 - **Fix pay problems**
 - **Error-free customer service**
 - **Reduce manual effort**
 - **Posture for DIMHRS**
 - **Ensure adequate resources**





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One-stop Customer Support Implementation

- **Joint DP/FM memo sent to field Sep 03.**
Highlights:
 - **Addressed one-stop customer service**
 - **MPF/FSO technicians meet daily**
 - **MPF/FSO leadership meet weekly**
 - **Brief Wg/CC monthly**
- **What we've seen:**
 - **MPF/FSO teamwork implemented = CMS under control**
- **Need MAJCOMs and Base FMs to enforce at their bases**
- **One-Number Option (Air Force Virtual Contact Center)**



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One-stop Customer Support Implementation

■ Joint DP/FM memo sent to...

Highlights:

- Addressed one-stop customer support
- MPF/FSO technicians meet weekly
- MPF/FSO leadership meet weekly
- Brief Wa/CC monthly

Communicate

Communicate

Communicate

**1. Confirm inputs
(MPF/FSO)**

2. Work the rejects

3. Review progress

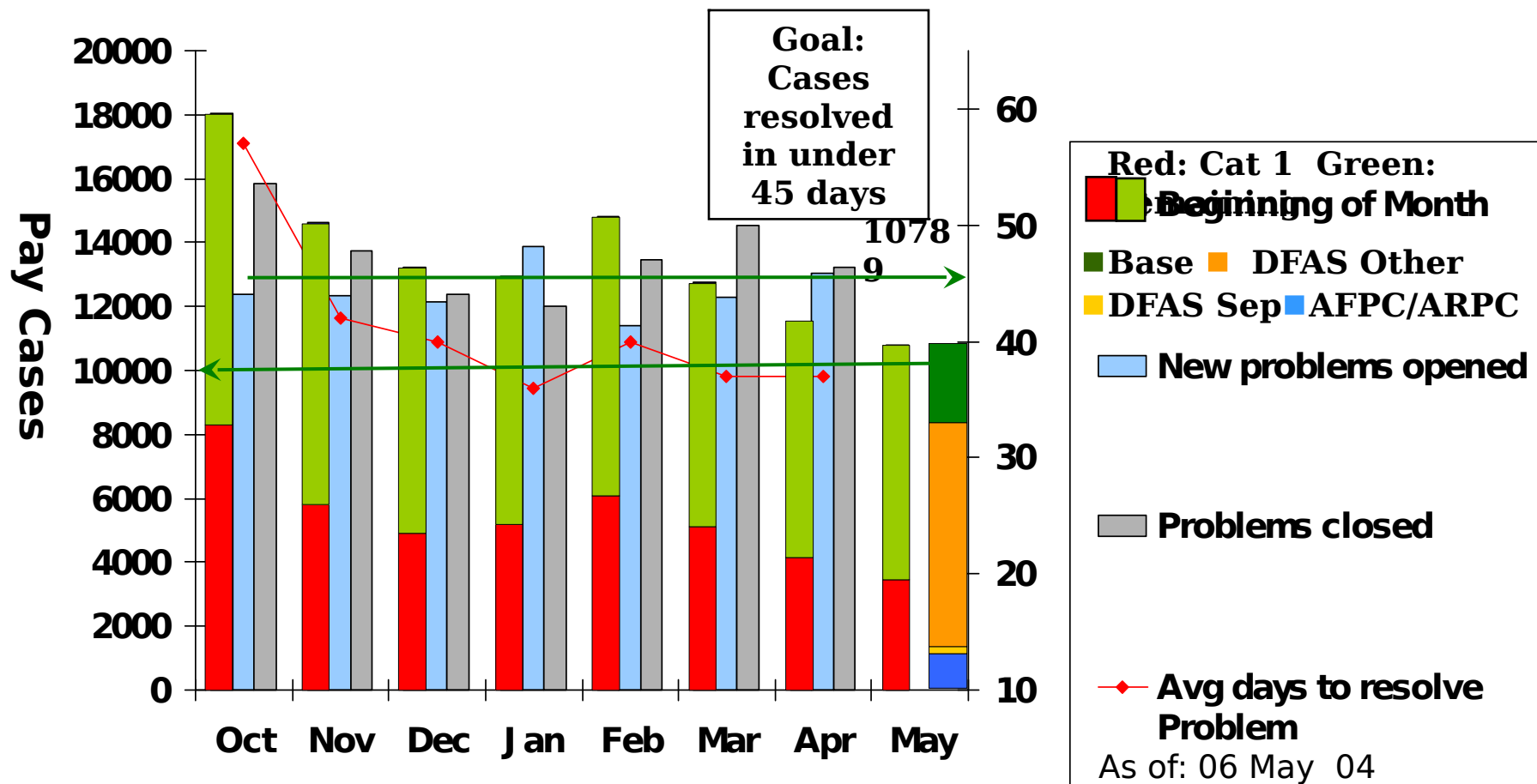
**4. Communicate
to...**

- 1. All "Open"**
- 2. Base > 5 days**
- 3. Agency > 20 days**
- 4. Action Complete**



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Total People in CMS+ACCS with Pay Problems



As of:

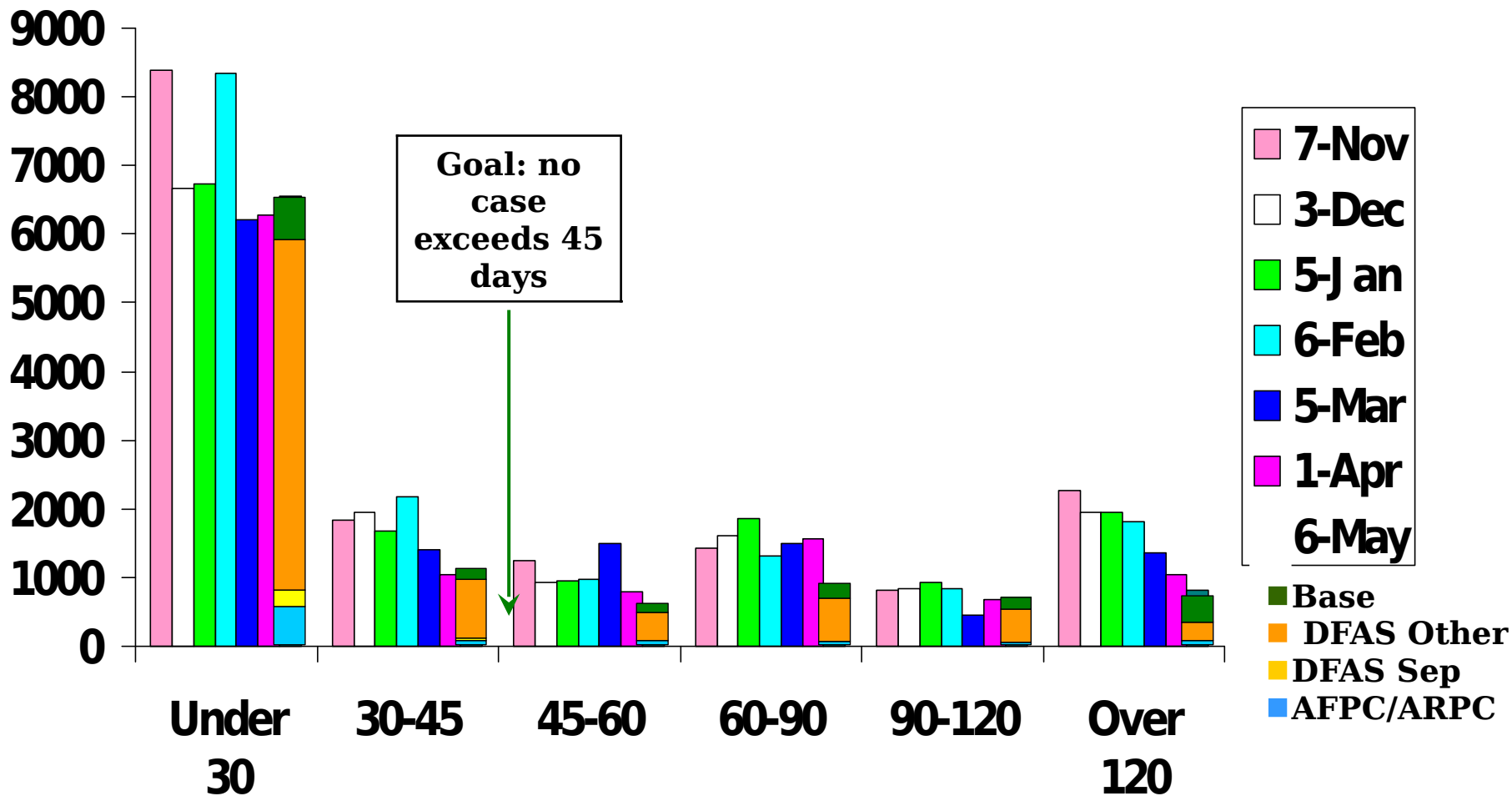
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45



Age of "Problem" Cases CMS

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As of: 06 May 04



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120 Day Analysis

Critical Points: Only a Guide...but it seems to help

Crit	MPF Serv MAJ	Servicing MPF	C	Owner	caseID	Opened	Days	D
11	AFSPC	VANDENBERG AFB CA (AFSPC)		1S/VQ	135821	9/26/2003	238	7
7	11thWing	PENTAGON WASH DC(11thWg)		2W/HH	146149	10/8/2003	226	7
20	11thWing	PENTAGON WASH DC(11thWg)		2W/HH	206371	12/31/2003	142	5
5	11thWing	PENTAGON WASH DC(11thWg)		2W/HH	209210	1/6/2004	136	5
25	GUARD	0187 MSQ DANNELLY AL		34/A2	222850	1/21/2004	121	5
24	GUARD	0117 MSQ BIRMINGHAM AL		34/A3	156558	10/24/2003	210	7
14	GUARD	0176 MSQ KULIS AK		34/A4	127705	9/13/2003	251	7
8	GUARD	0176 MSQ KULIS AK		34/A4	180603	11/25/2003	178	5
11	GUARD	0176 MSQ KULIS AK		34/A4	182284	11/26/2003	177	5
6			1	34/A4	221914	1/20/2004	122	5

**# of MPFs
Age
Status
Priority
Referred
Reviewed**

120 Day “Forlorn” cases and 90 day “Forlorn” cases

2 AFRC	2 @ Monterey and 1 @ Lickfield
1 USAFE	1 @ Lajes
1 AFMC	1 @ 0118 MSQ
28 AFRC	Varied
66 ANG	Varied
3 Other	2 @ ANG/DPFO and 1 @ AFRC DPML
6 DFAS	3 @ AC SGLI and 1 @ RC 90-99
12 AF Level	1 @ DPPAER, 9 @ DPPAOR, 2 @ ARPC
119	

0 Other Inbox
18 DFAS Inbox
3 AFPC/AFRC Inbox
39 Bases
60

As of:

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120 Day Analysis

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		Base			AF Org			DFAS			Other		
Organization	#Cases	Beyond	Within	Total	Beyond	Within	Total	Beyond	Within	Total	Beyond	Within	Total
AFOSI AFSFC	11	4	6	10	0	0	0	0	1	1	0	0	0
AFPC	0	0	0	0	0	0	0	0	0	0	0	0	0
USAFA	2	0	2	2	0	0	0	0	0	0	0	0	0
USAFE	21	5	7	12	1	3	4	1	4	5	0	0	0
AETC	72	33	17	50	5	7	12	4	6	10	0	0	0
AFRC	177	64	38	102	2	1	3	35	33	68	0	4	4
PACAF	0	0	0	0	0	0	0	0	0	0	0	0	0
AFSOC	12	4	2	6	1	3	4	0	2	2	0	0	0
ACC	67	18	21	39	7	8	15	3	9	12	1	0	1
AMC	37	13	10	23	2	3	5	3	5	8	0	1	1
AFMC	34	12	8	20	4	2	6	0	8	8	0	0	0
AFSPC	16	9	1	10	0	2	2	0	4	4	0	0	0
11th Wing	3	0	1	1	1	0	1	0	1	1	0	0	0
ANG	287	145	53	198	5	0	5	41	34	75	4	5	9
DFAS	5	0	3	3	0	0	0	0	2	2	0	0	0
	744	307	169	476	28	29	57	87	109	196	5	10	15

120 Day "Forlorn" cases and 90 day "Forlorn" cases

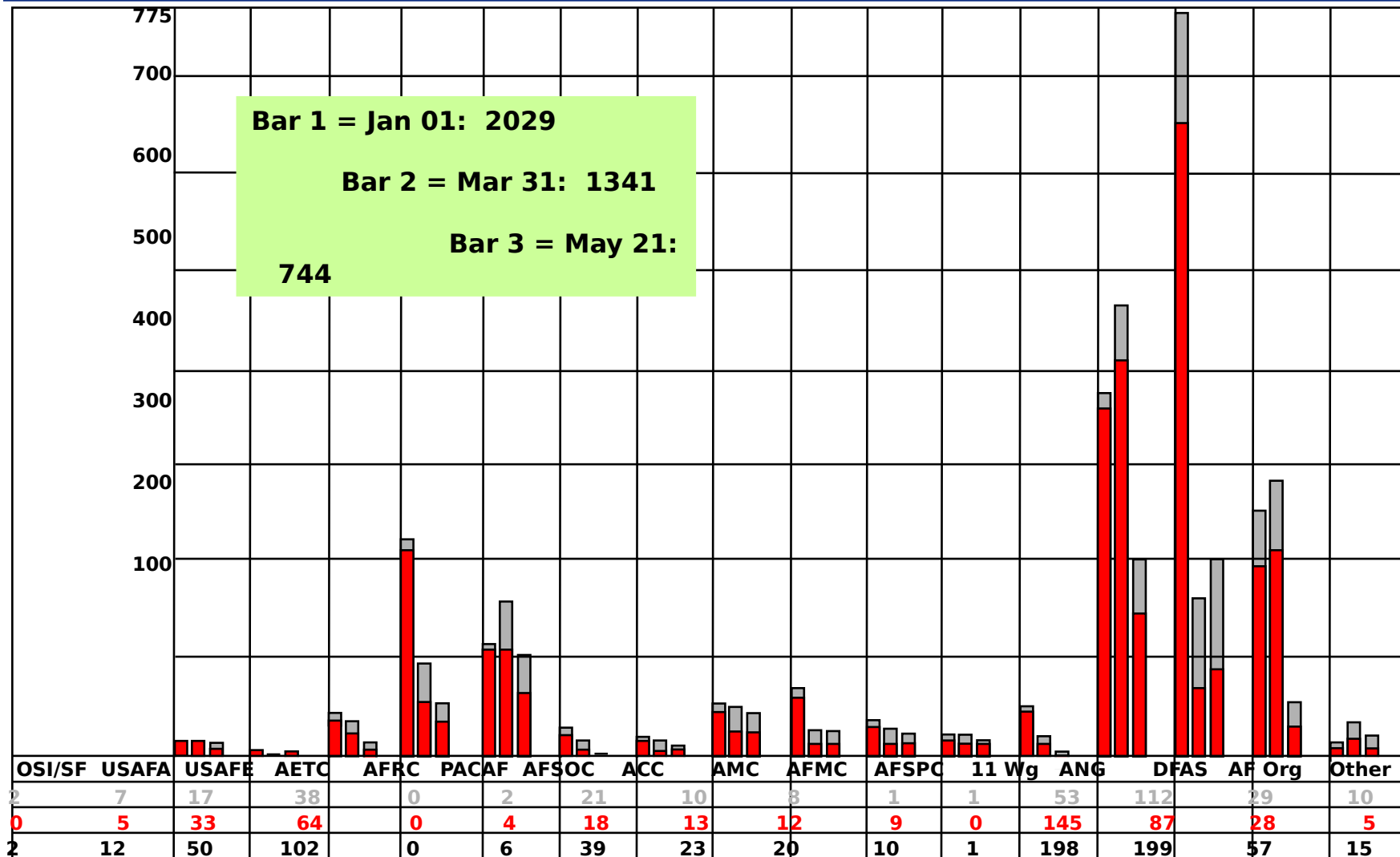
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1 USAFE	1 @ Lajes
1 AFMC	1 @ 0118 MSQ
28 AFRC	Varied
66 ANG	Varied
3 Other	2 @ ANG/DPFO and 1 @ AFRC DPML
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Total Cases Over 120 Days Within and Beyond Std



As of:

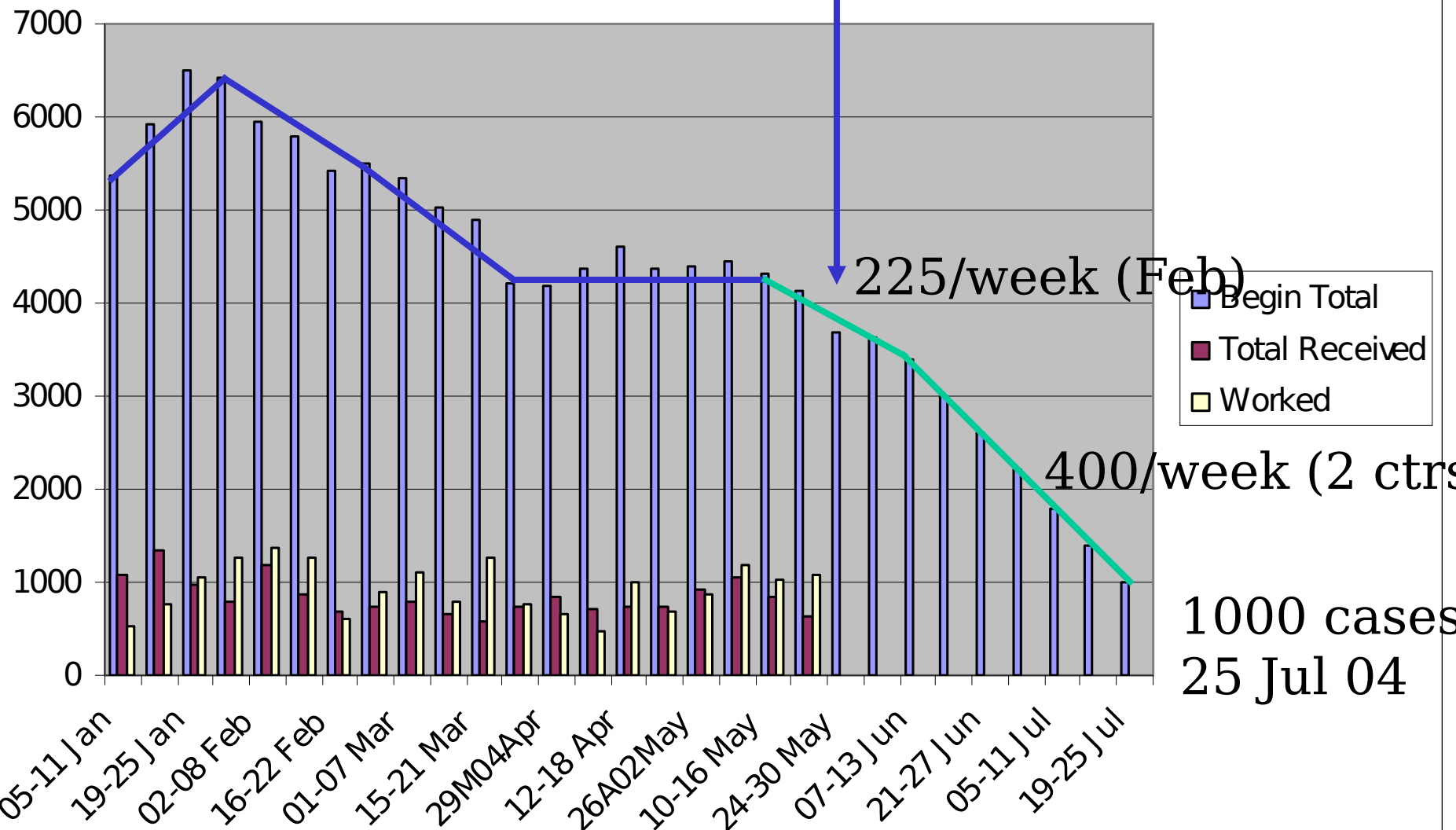
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As of: 21 May 04 49



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RC Status: **GREEN (3697 vs 3850)**





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Back-Up



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Few Thoughts to Possibly Share

- **You are who you were when...**
- **If we do the job we trained for...we failed**
- **Don't guess...know your limitations and follow-up**

- **Jerks are like vampires...they don't see themselves in a mirror**
 - **Just don't let them know that you know they're jerks**

- **Customers can be trained...catch them doing something right**
- **You can kill your customers...but, ONLY with kindness**

- **Just because technology can interrupt...doesn't mean it should**
- **Do not "strike out"...Pinch-hit after the 2nd swing**
- **Provide positive handoff**



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Accessions/Promotions

- **Accessions:**
 - **Reviewed 10% of Accession Cases in the cross-functional areas/processes of BMT, AFRS and OMT**
 - **40% Inaccurate initial input to MilPDS from BMT**
 - **27% Linked to MilPDS system issues**
 - **15% Untimely interfaces and inaccurate input from AFRISS (Air Force Recruiting Information Support System)**
- **Promotions:**
 - **Reviewed 10% of Promotion Cases**
 - **86% were accession driven**
 - **7% MilPDS non-accessions input error**
 - **3% MilPDS/DJMS non-accessions data mismatch**
- **Observations:**



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Reenlistment

- Reviewed 10% of Reenlistment, SRB, Extension, and Recon CMS Cases
 - 33% MilPDS input error (incorrect data input from MPF OPR)
 - 19% MilPDS OPR admin error (OPRs not removing incorrect/outdated data from MilPDS/DJMS)
 - 16% CMS input sources are misdirecting cases (after removal of misidentified/misrouted ACCS cases)
- Observations:
 - DJMS ACCS rejects are erroneously entered into CMS
 - Improper identification and routing at DFAS input source
 - Limited MilPDS system edits to reject incompatible data on-line
 - Non-compliance with proper procedures/poor attention to detail
 - Identification of key flowchart error-producing/reducing areas (codes RB, NN, N7)
 - Leadership emphasis/enforcement of operating instructions lacking (Bases not working rejects)
 - Reenlistment Continuity Guide very good, but not formalized into official mandated documentation



Retirement/Separation

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- **Reviewed 10% of all retirement/separation CMS Cases**
 - **40% Input error in MilPDS**
 - **35% MilPDS system issues (after Feb system release, potentially only 5%)**
 - **19% ACCS requires DFAS manual intervention (process versus problem)**
 - **6% ANG/AFRC records**
- **Reviewed 684 rejects in DJMS**
 - **77% Input error in MilPDS (failure to adhere to guidance) (rejects back to bases and bases not working rejects)**
 - **23% ACCS requires DFAS manual intervention (process versus problem)**
- **Observations:**
 - **Non-compliance with proper procedures**
 - **All cases aren't being put into CMS**
 - **Reject listing not being worked...if worked, don't know how to fix**
 - **Documentation good**



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Deployment

- Reviewed 10% IDP/HFP, HDP, Tax and CZTE Cases
 - 80% DJMS System defects
 - 13% Input errors; errors were concentrated in delayed IDP transactions
 - 6% ACCS notices requiring DFAS to review pay record to ensure all updates are properly posted (process versus problem)
 - 1% were unwarranted/incomplete (duplicates or unnecessary)
- Observations:
 - Vast majority (86%) related to DJMS (system defects and DFAS review)
 - Unlikely to see significant improvement in this sub-process unless DJMS fixed or procedures for processing entitlement start/stop/reports is evaluated.
 - 99% of CZTE Guard and Reserve
- Key issue - No automated process to start/stop entitlements
 - Rely on e-mail, rosters, and travel vouchers
 - Thousands of manual inputs (in-theater and at home-station)
- Long-range solution - Create and interface pay transactions using data from existing personnel/pay systems
 - Improves pay service; potential to reduce in-theater FM footprint
 - Supports SAF/FM's Transformation Vision -- provides integrated and standardized process, reduces transactional workload



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Relocation

- **Observations:**

- Relocation cases are not all in CMS, but worked with DJMS
- Bases are not properly separating members to enable pickup at new base
- Individuals may be over/under paid (overseas allowances, etc.)
- MilPDS cannot pull in, but DJMS can take action
- Timeliness issues: relocation problems are not identified until individual is in-processed to a new base

- **Way Forward:**

- Look at confirming in processing in CMS
- Check metrics to see how many SGs are trying to post but SH has not been accomplished

(Note: Relocation diagnosis being addressed by USAFE - unable to attend workshop)